
Pack detection problem in Joomla

Posted by badoumba - 2012/01/30 13:55

Hello

I failed to install Ari Yui Menu in my Joomla 1.5 application. Using the extension manager, I tried the 2 following methods with their errors (straightforward translation from french...)

- installing from a zip file: returns "impossible to find an installation pack"
- installing from the unzipped folder: returns "please select a pack folder"

Could you please indicate me the right way to do it.
Thanks in advance!

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Re:Pack detection problem in Joomla

Posted by admin - 2012/01/30 14:01

Hello,

It can be a problem if Joomla! is configure incorrectly. We can investigate an issue in more details if you provide a temporary access to your J! backend by email.

Regards,
ARI Soft

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Re:Pack detection problem in Joomla

Posted by badoumba - 2012/01/30 14:09

This is unfortunately a private Intranet, not connected to the web. Is there any particular file I can send?

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Re:Pack detection problem in Joomla

Posted by admin - 2012/01/30 14:10

You can install Joomla! on an online server and if the problem occurs we can investigate it.

Regards,
ARI Soft

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Re:Pack detection problem in Joomla

Posted by badoumba - 2012/01/30 14:21

Solved! The problem came from my rights on the tmp folder.
Thanks

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